

**UNICOR**

THE SECRET IS OUT. CHOOSE UNICOR.

Social responsibility is a good reason to select UNICOR when contracting for a service provider, but not the only reason. UNICOR is a wholly-owned government

corporation that utilizes a federal inmate work force that can perform these services. Workers are expected to meet a higher quality standard than those set by the industry in comparable markets. When selecting a service provider, UNICOR is not just a good choice, but the right choice.

The Services Business Group offers a wide variety of quality services such as document conversion, contact center operations, printing and bindery, distribution services, and laundry operations.

UNICOR's goal is to be your first choice when seeking a service provider who can offer custom solutions to your unique situation. We can provide the labor, expertise, and the financial stability of a government organization and simplify the entire process. With a ready and able workforce at multiple locations throughout the USA, UNICOR is ready for almost any labor-intensive task.

UNICOR can provide many of the labor-intensive services that are moving offshore, without all the hassles and logistical nightmares of outsourcing in a foreign country. UNICOR continually investigates new opportunities to provide skilled labor to commercial firms that want a stable, productive workforce. To discuss possible service opportunities with UNICOR, contact us directly or through our website.





X DATA SERVICES

SOME INTERESTING FACTS ABOUT UNICOR SERVICES

- UNICOR converts and tags over 150,000 pages of patents for the publishing contractor of the Patent Trademark Office—every week.
- UNICOR processes more than two million pieces of outgoing mail each month at its fulfillment centers.
- UNICOR provides inbound and outbound contact center outsourcing. With an AHT of 30 seconds, and an ASA of only 3 seconds, UNICOR's quality standards can meet or exceed any in the private sector.

DATA SERVICES

UNICOR Services Business Group has over 30 years experience in data conversion. We can handle virtually any conversion task quickly, economically, professionally and accurately. Our workforce receives intensive training and are supervised by data conversion professionals. As our customer, you have direct contact with the manager responsible for your job, thereby assuring clarity and immediate follow up regarding your work requirements and delivery needs.

As a cost-effective source, UNICOR Services Business Group can be awarded your contract without time consuming competitive bidding. Simply use your own purchase order form, MIPR, interagency agreement, blanket purchase order or contract and you can be quickly on your way to putting your paper-based information into a form from which you can benefit most.

What We Do...

UNICOR Data Services specializes in Electronic Imaging Services and OCR/ Indexing/Coding Services for Federal agencies and their contractors. UNICOR provides conversion for a wide range of documents:

- **Capture and conversion for EDMS
(Electronic Document Management Systems)
and drawing conversion**
- **Distribution on standardized media**
- **GIS and CAD applications**

X CONTACT CENTERS

UNICOR Data Services has an outstanding reputation in converting the following:

- **E-Government documents**
- **Tech manual text and illustrations**
- **Office correspondence and file folders**
- **Litigation support documentation**
- **Training and policy manuals**
- **General text conversions**
- **Environmental and technical reports**
- **Contour maps and nautical charts**

CONTACT CENTERS

We have the experience, we have the quality control, we have the cost-effective labor pool, and we have the facilities nation-wide to offer a highly competitive alternative to off-shore outsourcing.

Let's face it, outsourcing off shore can be a hassle. There are language barriers, varying monetary exchange rates, time differences, and simply visiting your contact center can involve a transoceanic flight. When you outsource with UNICOR, your contact center is located in the United States, and those issues disappear. Your company will enjoy all the benefits of a domestic operation, with the cost savings of going off shore. When you partner with UNICOR, your company is providing valuable job skills to federal inmates while it repatriates jobs back from overseas.

It's truly a "win-win" situation for all involved. Contact us today and find out how UNICOR can become your #1 Contact Center outsourcer.



X PRINTING/BINDERY SERVICES

X REVERSE LOGISTICS/ DISTRIBUTION SERVICES

PRINTING/BINDERY SERVICES

The Services Business Group currently operates three state-of-the-art printing operations located throughout the United States. Our primary goal at each location is to provide high quality process color printing and complex bindery services. Our finished products are top quality and meet all customer specifications. We have years of experience in meeting and exceeding our customer orders.

Our strength lies in printing the kinds of jobs most government agencies require. Our versatility and flexibility allow us to handle most print requests, whether it's for a million envelopes or a small run of administrative manuals, and just about everything in between!

When you work with UNICOR, you're not sending your job to an unknown entity. Your relationship with us is personal because you'll work closely with one of our highly qualified print or distribution specialists. They track your job from the first day to make sure you get exactly what you want, when you want it. They answer technical questions, give you quotes, and make on-site visits to your agency.

Our facilities and personnel give us the ability and knowledge to cover all aspects of your printing needs and requests.

Our 23-point quality check system, verifying image quality and job specifications at all points in the layout and printing processes, ensures your job will be printed to your satisfaction.

With UNICOR, (another government agency) no bidding is necessary! UNICOR is also authorized by the Congressional Joint Committee on Printing (JCP) to provide quality printing services to the Federal Government. (*Joint Committee on Printing, Congress of the United States, Government Printing and Binding Regulations, No. 26, Paragraph 47, Page 24.*)

REVERSE LOGISTICS/ DISTRIBUTION SERVICES

UNICOR has over 20 years of experience with our distribution locations throughout the country providing:

- Direct mail service
- Order fulfillment
- Assembly and packaging
- Repackaging

UNICOR provides distribution and fulfillment services to government and commercial companies alike throughout the United States. We currently provide services in our Distribution Centers that include shoe distribution and sorting, bulk literature distribution, catalog and forms distribution and magazine fulfillment. Our customers include the Thrift Savings Plan, as well as a number of commercial firms which have chosen to work with UNICOR rather than sending their work outside the U.S.

UNICOR has over 100 potential sites located throughout the country that can warehouse your products and provide order fulfillment services customized to your needs, whether your project is a one-time mailing or an ongoing commitment.

WHY SPECIFY UNICOR SERVICES?

- Highly Skilled Workforce
- Low Labor Rates
- High Security
- Locations Throughout the Country
- Scalability



UNICOR Services Business Group

For more specific information regarding the services currently offered or to discuss the feasibility of a new service for your organization, please contact us by e-mail at co_services@central.unicor.gov or by phone at 202 514-3030.

UNICOR
Federal Prison Industries, Inc.
Services Business Group
U.S. Department of Justice
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Washington, DC 20534

FPI-PET - CATMS3100



Printed on Recycled Paper



THE BEST KEPT SECRET IN OUTSOURCING



× **CONTACT CENTERS**

× **DATA SERVICES**

× **REVERSE LOGISTICS/
DISTRIBUTION SERVICES**

× **PRINTING/BINDERY
SERVICES**



UNICOR
Services Business Group